



## New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	II	Intake, Investigation and Response	
Chapter:	D	SPRU	5-21-2012
Subchapter:	1	SPRU Administration	
Issuance:	800	<b>Annual Review of SPRU Operations</b>	

### Annual Review

**7-5-2011**

Area Directors are responsible for monitoring the operation of each SPRU Unit within the jurisdiction of the Area, and assuring that formal reviews of individual SPRU Unit performance are conducted on an annual basis. The results of these reviews are provided to the Director's Office. Each year, submit the previous year's Annual Review report by February 28th. (The Area Office may ask the SPRU Coordinator to conduct the Annual Review of the local SPRU operation.)

The annual audit of local SPRU operations may be combined with other audits conducted by Area or Local Office staff, such as quarterly case reviews conducted by Case Practice Specialists, local quality assurance case reviews conducted by Administrative Assistants, etc. Consider coordinating the Annual Certification of SPRU staff (see [CP&P-VIII-F-1-700](#)) with the Annual Review of SPRU operations.

The Annual Review serves to identify issues, trends, strengths and weaknesses in local SPRU operations. Observations and conclusions are discussed with the LO Manager(s). Local resource issues and emergency resource family home issues are shared, in turn, with local Resource Development Specialists and Resource Family Support Unit Coordinators, respectively. Casework issues are shared with Supervisors and Casework Supervisors.

Area Office staff may advocate for needed changes to the local operation, the size of the SPRU Worker and/or the SPRU Supervisor roster, or changes to the overall operation of the DCF After-Hours Response System, based on the results of the Annual Review. Review the status of any exceptional hires during the Annual Review; determine whether his or her services are still needed to satisfy the local SPRU roster.

Send reports, containing the results of the Annual Review of each SPRU operation within the Area, to the Director's Office. Input and recommendations from all Areas throughout New Jersey are compared and studied. The information is used to assess the quality of SPRU intervention statewide, and to initiate changes to that system and/or governing policy, as appropriate.

## Components of the Annual Review

2-6-2012

The Annual Review of individual SPRU Unit operations includes the following components:

- A minimum of five per cent (5%) random sampling of SPRU Worker investigation reports and CWS assessment narratives, to assure:
  - Timely/appropriate intervention;
  - Good case practice;
  - Effective utilization of supervision;
  - The availability, adequacy, and appropriate utilization of local community resources after hours, including emergency CP&P resource family homes;
  - Proper documentation of SPRU intervention in NJ SPIRIT, and completion of required forms and reports;
  - Overall SPRU Worker compliance with CP&P policies and procedures and the SPRU philosophy of intervention; and
  - Accuracy of SPRU Worker timekeeping (e-CATS) for SPRU pay declaration purposes.
- A five percent (5%) random sampling (minimum) of SPRU Supervisor Logs (Template), CP&P Form [9-24](#);
- A verification of an adequate and effective system in the county Local Office(s) to review, approve, process, and, ultimately, absorb SPRU Worker investigation reports and CWS assessment narratives, submitted and completed electronically, into day operations/the electronic case record, maintained in the NJ SPIRIT application;
- A verification that appropriately equipped State vehicles are available for use by SPRU Workers, and that local policies and procedure pertaining to the use of State vehicles for SPRU conform with applicable State policies and regulations;
- A verification that viable and appropriate procedures are in place which assure that accurate, timely finding notification letters, CP&P Form [9-28](#), Form [9-28a](#), and Form [9-30](#), are sent by the Local Office(s) in follow up to SPRU intervention;

- A verification that viable and appropriate procedures are in place which assure that SPRU Workers contact SCR to register for SPRU in accordance with [CP&P-II-D-1-300](#), Registering for On-Call Duty, and Guidelines for Registering. The protocol establishes steps to be taken if SPRU staff repeatedly fail to register for coverage within policy parameters and time frames;
- A verification that viable and appropriate guidelines are in place for integrating new SPRU hires into the local SPRU roster, including follow up to formal SPRU training, adding staff to the SPRU roster upon successfully completing a "probation" period, etc.;
- A determination that a viable back-up SPRU coverage system is in place. See [CP&P-II-D-1-200](#), Back-Up Coverage System;
- A determination that the county operation has a viable SPRU Buddy system, in compliance with [CP&P-II-D-1-200](#), Use of Second SPRU Worker ("Buddy") on Field Response, and that SPRU Buddies are approved by SPRU Supervisors and dispatched to the field only when appropriate and necessary;
- A review of the qualifications of SPRU Worker and SPRU Supervisor staff serving the local SPRU operation. Confirmation that the Annual Certification of SPRU staff occurred. The status of any exceptional hires is reviewed and assessed. See [CP&P-II-D-1-100](#), Personnel - After-Hours Response System, Special Services;
- An assurance that SPRU Worker competencies are developed and maintained by an established minimum scheduling standard for all SPRU Worker staff serving the local SPRU operation;
- An assurance that the SPRU Worker roster is adequately staffed and equitably utilized to meet the local need, while providing equal opportunity among SPRU staff to serve on-call;
- A review of the overall volume of CPS reports and CWS referrals assigned to SPRU that year, to assure that the number of paid Primary SPRU Workers on-call per shift is in compliance with [CP&P-II-D-1-200](#), Formula for Determining Size of County SPRU Worker Roster.

## **Audit of Individual SPRU Worker**

**5-21-2012**

Area Directors/LO Managers responsible for SPRU have the authority to audit the "SPRU Caseload" of any SPRU Worker serving within their area of responsibility. The audit may be based on discrepancies found upon reviewing the handling of a specific SPRU case, leaving a child in danger, payment issues or concerns, or it may be a

random sampling of the SPRU staff serving the county. The employee's State-issued cellular phone account/records may be examined during this process. This authority enables the Manager to initiate internal controls and assure the fiscal integrity of the local SPRU operation.

The Manager has the right to withhold, prorate, or recoup a SPRU Worker's pay for active SPRU hours claimed, based on the audit findings. Further corrective or disciplinary action may be invoked by the Manager, as appropriate, including suspending or terminating the SPRU Worker from SPRU service. The employee's full time/day CP&P job may also be impacted. See [CP&P-II-D-1-100](#), Employee's Day Job Can Impact Working SPRU and IAIU After-Hours Supervision.

The audit of an individual SPRU Worker can occur at any time, at the Local Office Manager's/Area Director's discretion.

### **Chain of Command (Local SPRU Operations)      7-5-2011**

The CP&P chain of command for SPRU operations after hours is as follows:

- SPRU Worker reports to his or her respective SPRU Supervisor.
- SPRU Supervisor reports to the Local Office Manager responsible for the county/catchment area or the open/active case.
- LO Manager reports to the Area Director.
- Area Director reports to the Director.

SPRU Coordinators are part of work day administrative operations and are outside the after-hours chain of command.

When a CP&P Worker working after hours (i.e., day staff) calls SCR and identifies a need to consult on a day case (a situation which came to the attention of the CP&P Local Office or IAIU Regional Office before the close of the regular business day, 5 p.m.), the SCR Screener directs the Worker to contact his or her Supervisor, the Casework Supervisor, or the Local Office Manager for direction. The day chain of command is to be followed for day case situations, rather than the after-hours SPRU operation chain of command. SCR provides contact cellular/telephone numbers, as necessary.